

ORIGINAL

Bell Atlantic
1300 I Street N.W.
Suite 400 West
Washington, DC 20005
202 336-7824 Fax 202 336-7922
E-Mail: Dolores.A.May@BellAtlantic.com

Dee May
Director
Federal Regulatory Affairs

EX PARTE OR LATE FILED



December 8, 1999

RECEIVED

DEC 8 1999

Ex Parte

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Ms. Magalie Roman Salas
Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: CC Docket No. 99-295: In the Matter of Application of Bell Atlantic Pursuant to Section 271 of the Telecommunications Act of 1996 to Provide In-Region, InterLATA Services in New York

Dear Ms. Salas,

Yesterday, Bell Atlantic met with members of the FCC. The subject of the meeting is contained in the attached agenda. Representing the Commission were Ms. D. Attwood, Chairman Kennard's office, and Ms. S. Whitesell, Commissioner Tristani's office. Representing Bell Atlantic were Ms. V. Ruesterholtz, Mr. D. Douglas, Mr. S. Miller, Ms. M. Jordan, Mr. A. Zanfini, Ms. K. Maguire, Mr. T. Maguire, Mr. D. Rosensweig, Mr. J. McLaughlin, Mr. J. Griffin, Mr. J. Loquistice, Ms. L. Vial and me. Bell Atlantic material used at the meeting is attached.

As outlined in the Public Notice (DA-99-2014) issued by the FCC on September 29, 1999, the 20 page ex parte limit does not apply to this ex parte since Bell Atlantic is filing information presented during the meeting.

Please feel free to contact me with any questions.

Sincerely,

A handwritten signature in cursive script that reads 'Dee May /ff'.

Attachment

cc: D. Attwood
S. Whitesell
A. Kearney

No. of Copies rec'd 011
List ABOVE

The logo features a stylized bell icon inside a circle, followed by the text "Bell Atlantic" in a serif font. The entire logo is set against a black rectangular background.

© Bell Atlantic

A G E N D A

Location: 140 West Street Floor 5
NYC

Date: December 7, 1999
10:00 AM – 2:00 PM

Opening Remarks (15 Minutes)

V. Ruesterholz

BA Wholesale Markets Organization (15 Minutes)

D. Douglas

- Discussion of the organization's structure designed to support the CLEC Marketplace and the volumes of business being transacted today
- TISOC, RCCC and Wholesale Operations
- Overview of key performance statistics

OSS Infrastructure (30 Minutes)

S. Miller

- Overview of Functions (Pre-Order, Order, etc.) and high level comparison of Retail Systems and OSS
- System Response Time
- Discussion of the OSS Infrastructure that has been deployed to support the CLECs, Scheduled Upgrades, KPMG Test, and Industry Standards

Change Management Process (15 Minutes)

M. Jordan

Demonstration of the GUI (30 Minutes)

J. Loguidice

- Place orders for xDSL-capable and "premium" loops.
- Submission of trouble tickets
- Check on service order status.

Lunch (Food will be available, but no break will occur)

Collocation Overview (15 Minutes)

K. Maguire

- Overview of Collocation
- Review of Collocation Offerings

Hot Cut Process (15 Minutes)

T. Maguire

- Review Hot Cut Process
- Discussion of RCCC Role

Collocation Tour & Hot Cut Observation (60 Minutes)

K. Maguire/T. Maguire

- Collocation Tour
- Observe Hot Cut Process on the Frame

Wrap Up (30 Minutes)

All

Federal Communications Commission Wholesale Services

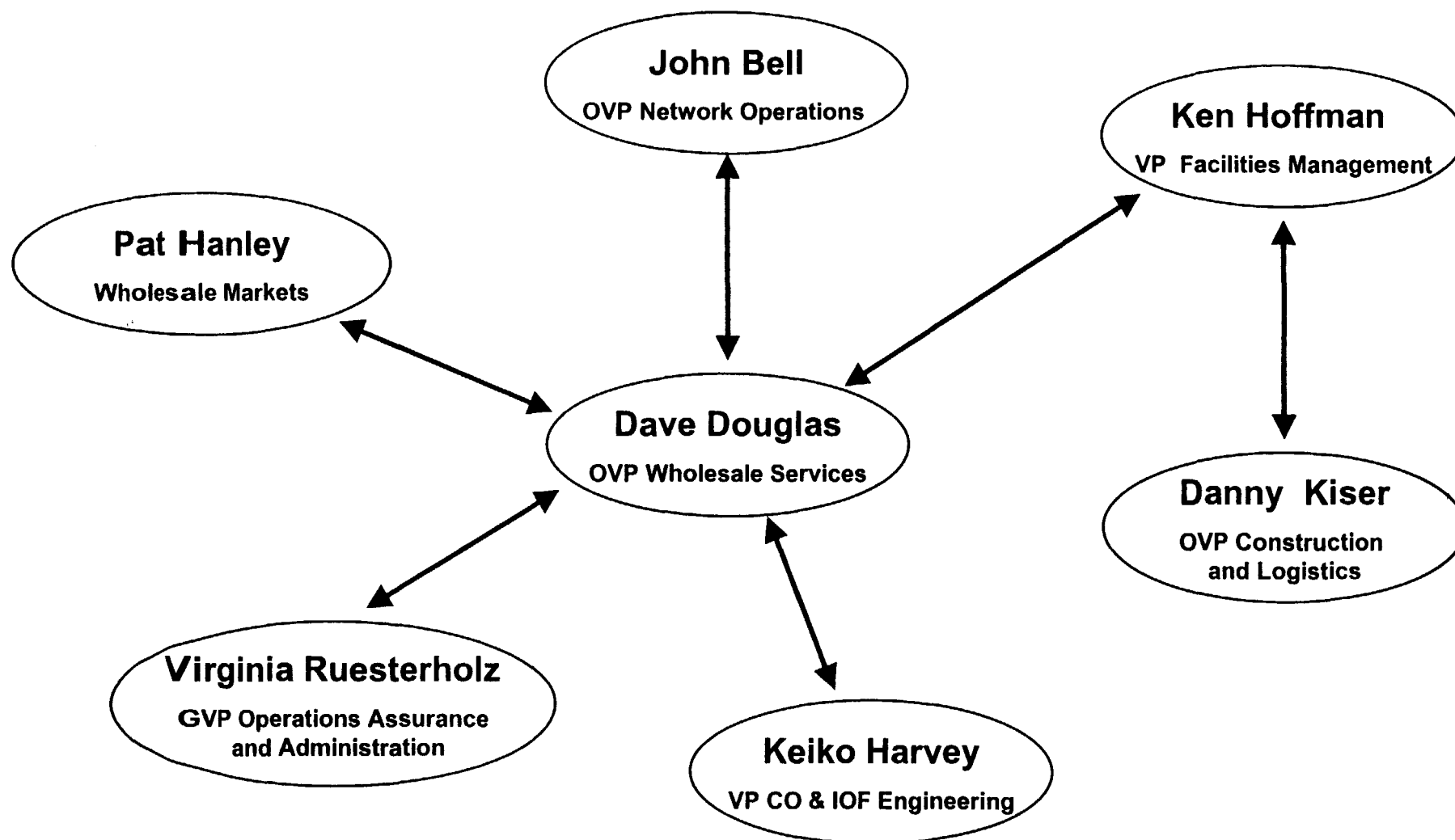
December 7, 1999



**Dave Douglas
Operations Vice President**

Wholesale Services

Part of an Interdepartmental Team

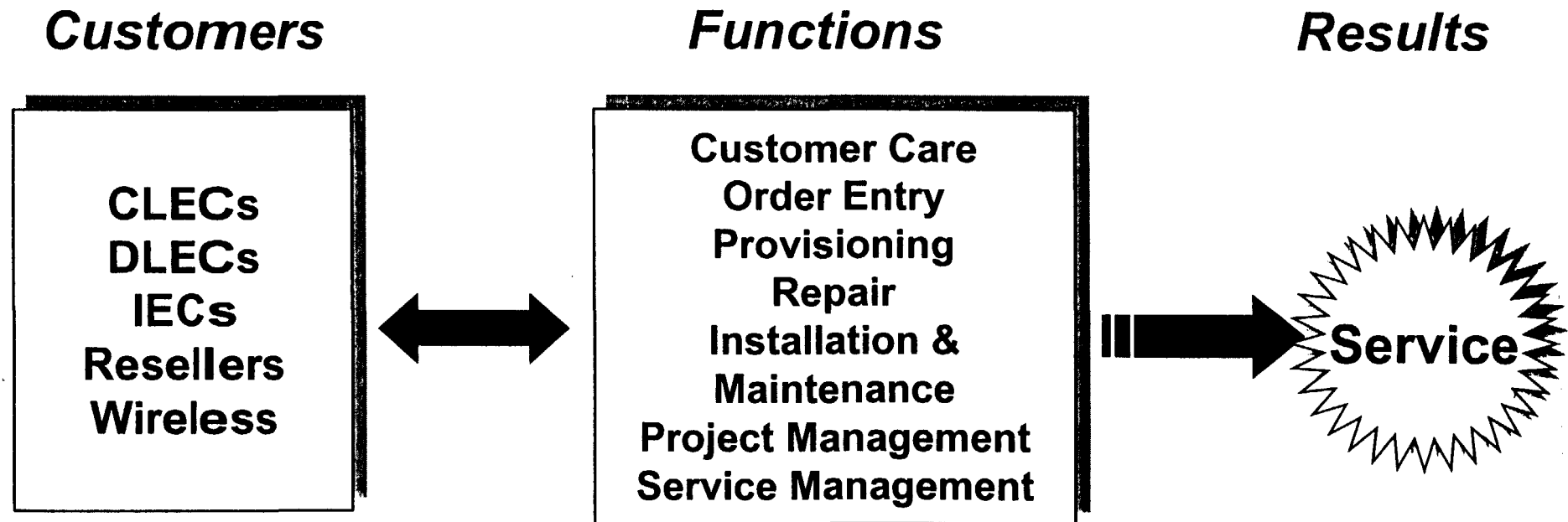




Wholesale Services

Organization Mission

End-to-End Operations Support

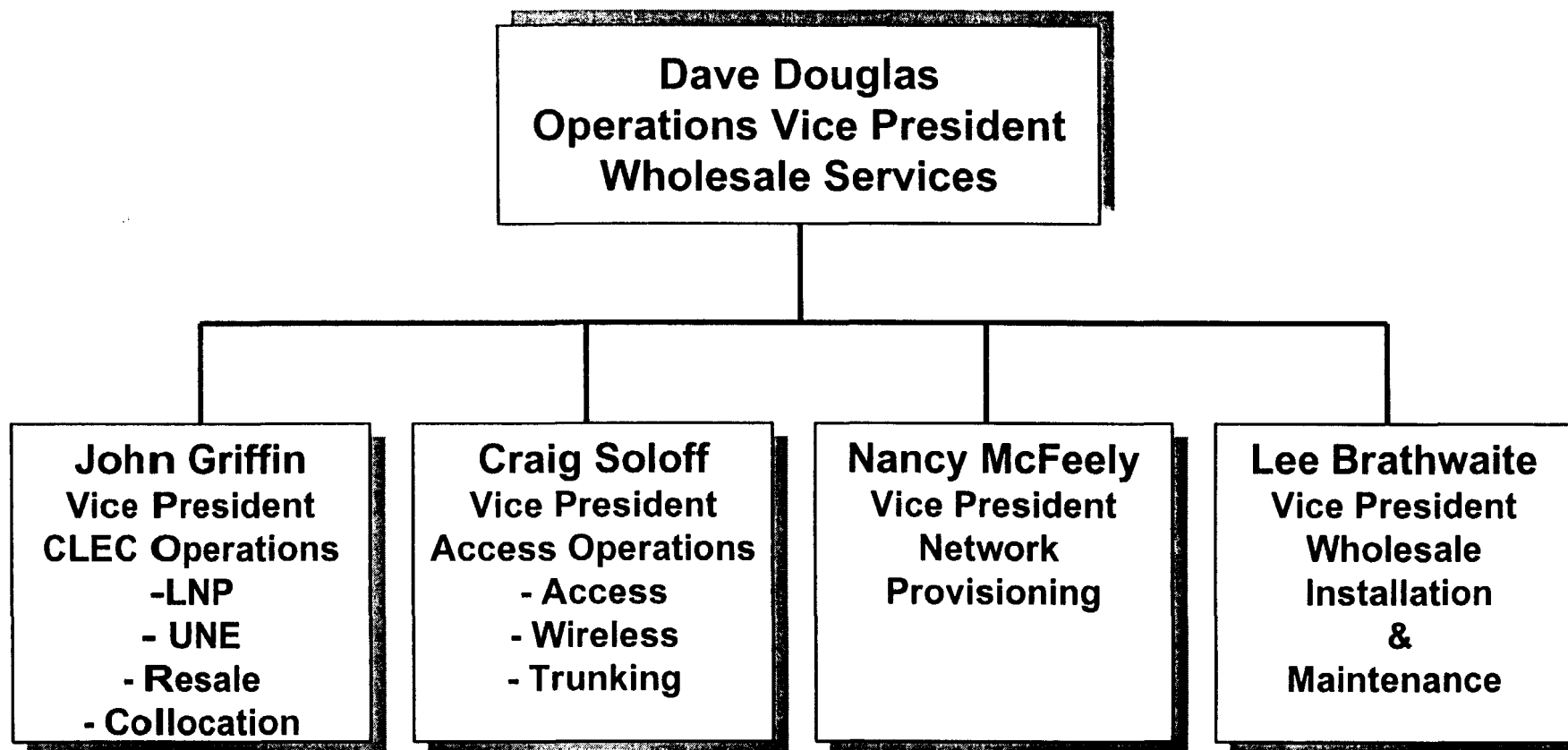


***Deliver World Class Customer Care that
Differentiates Bell Atlantic in the Marketplace***



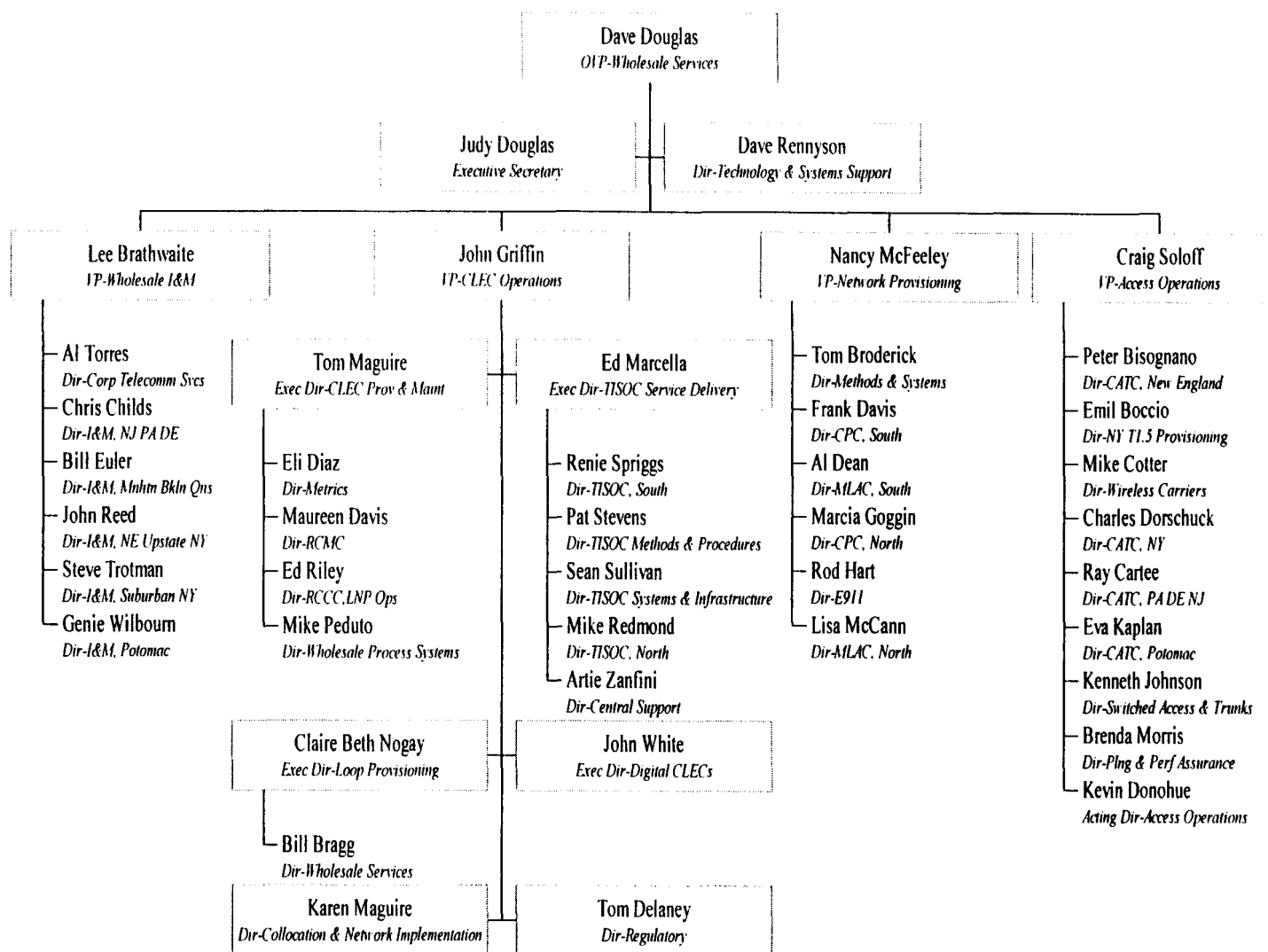
Wholesale Services

We are accountable!



Wholesale Services

Director Team





Wholesale Services

Key functions

Wholesale I&M

- Field/SSDAC/CSC

CLEC Operations

- Telecom Industry Services Operations Center
- Regional CLEC Control Center
- Regional CLEC Maintenance Center
- Regional Local Number Portability Center
- Regional Loop Provisioning Center
- Collocation

Network Provisioning

- Mechanized Loop Assignment Center
- Data Base Management Center
- Circuit Provisioning Center
- E911 Control Center

Access Operations

- Carrier Account Team Center
 - *Special Access*
 - *Switched Access*
 - *Wireless*



Wholesale Services

Key performance metrics

	Resale	Platform	UNE Loops	Collocation	Trunking
Pre-Order	Customer information, TN availability	Customer information, TN availability	Customer information, TN availability		
Ordering	FOC performance, Order rejects	FOC performance, Order rejects	FOC performance, Order rejects	FOC performance	FOC performance
Provisioning	% On time, Quality	% On time, Quality	% On time, Quality	% On time, Quality, Intervals	% On time, Quality, Intervals
Maintenance	Trouble rates, % On time, Cycle times	Trouble rates, % On time, Cycle times	Trouble rates, % On time, Cycle times		Up time, Trouble rates, Cycle times

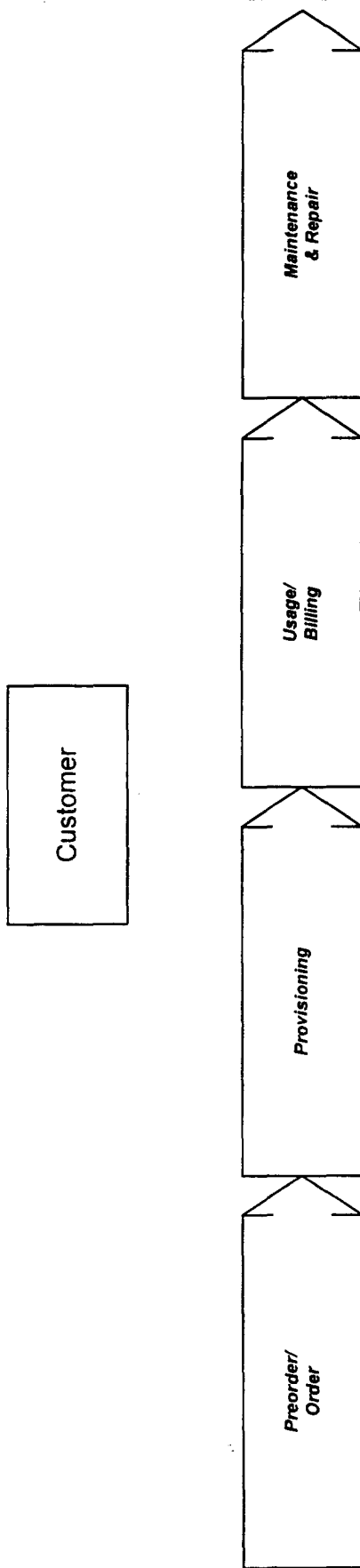
OSS Infrastructure

December 7, 1999



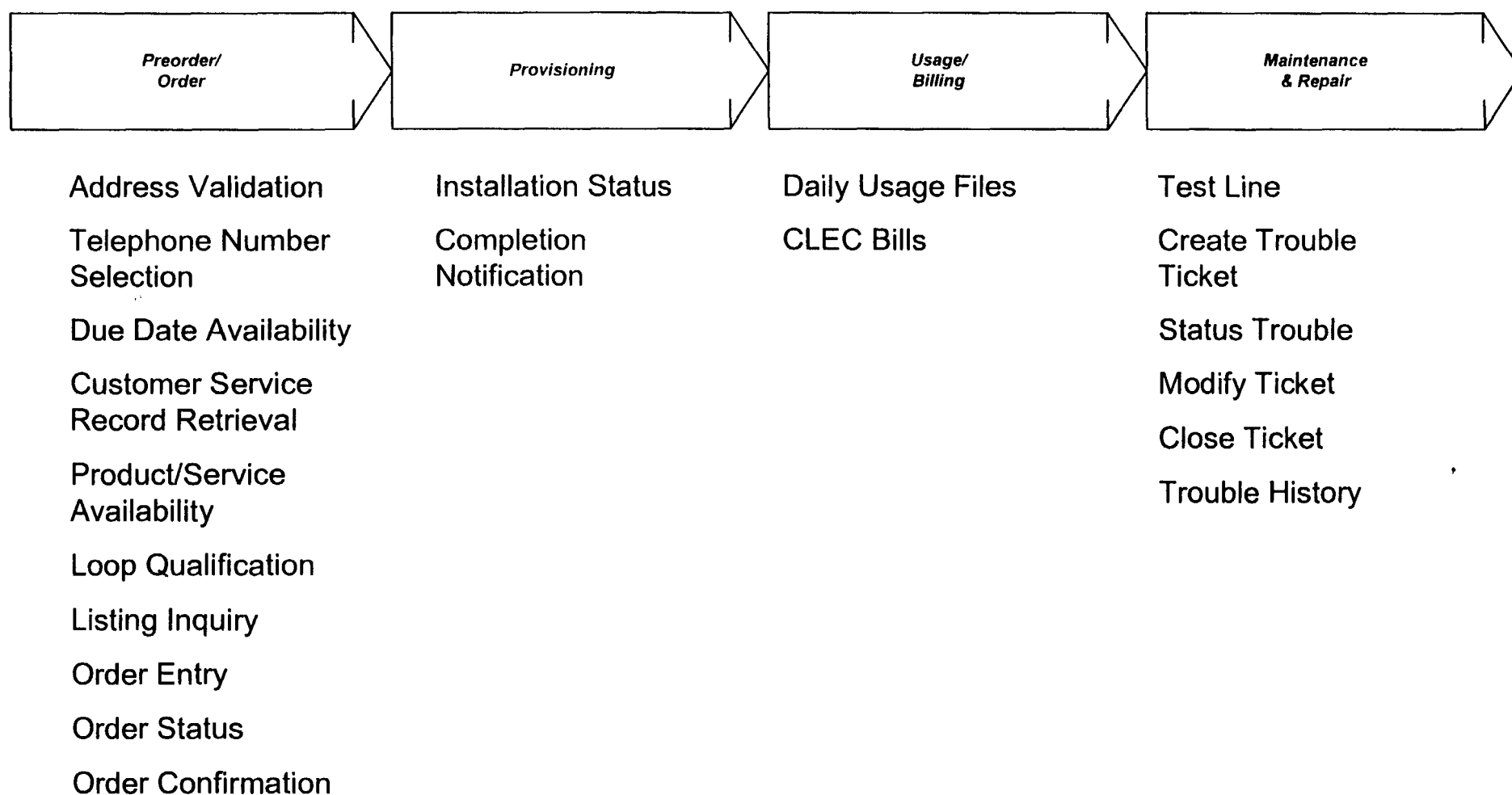


OSS Functions - The Customer Cycle

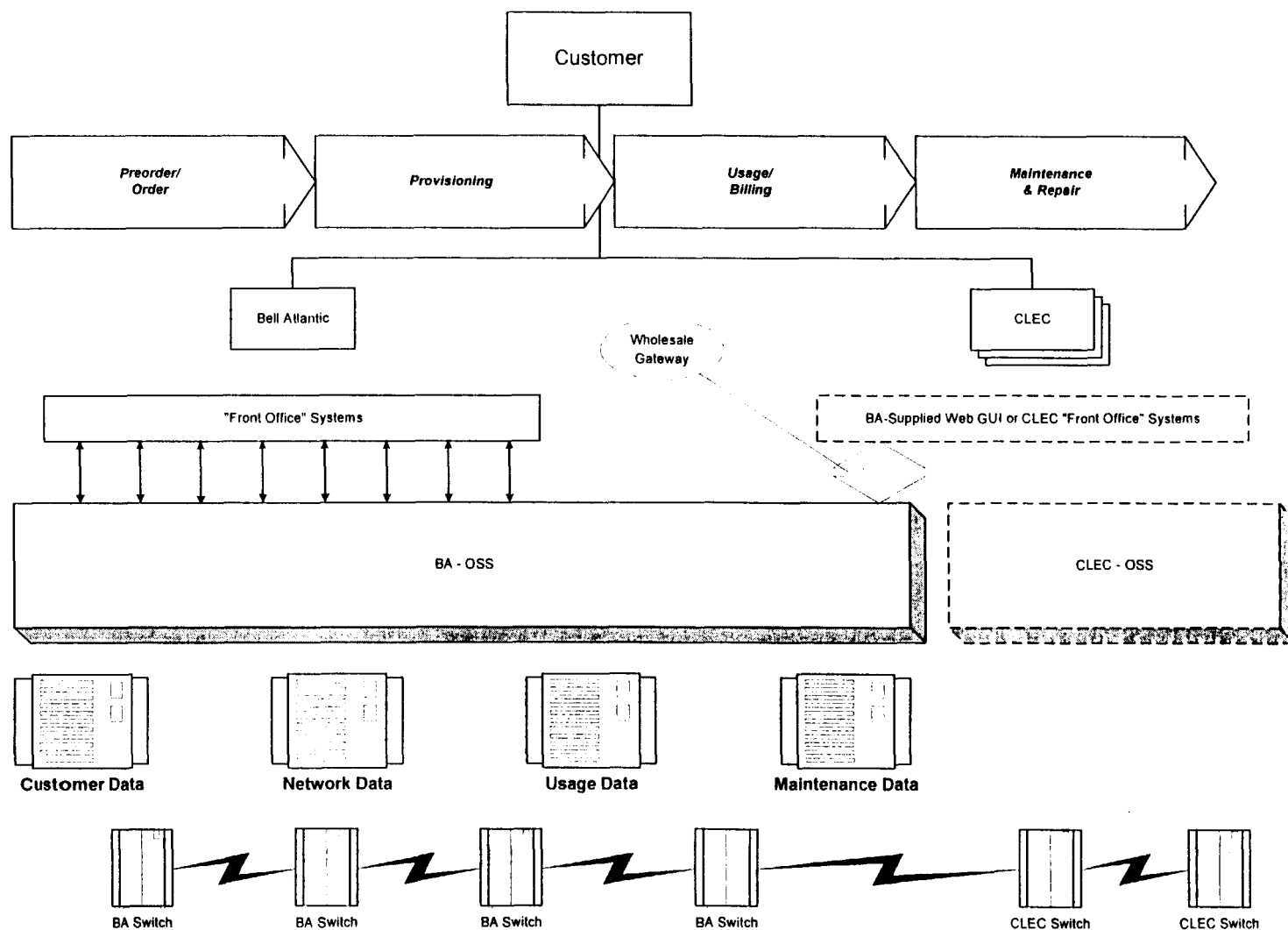




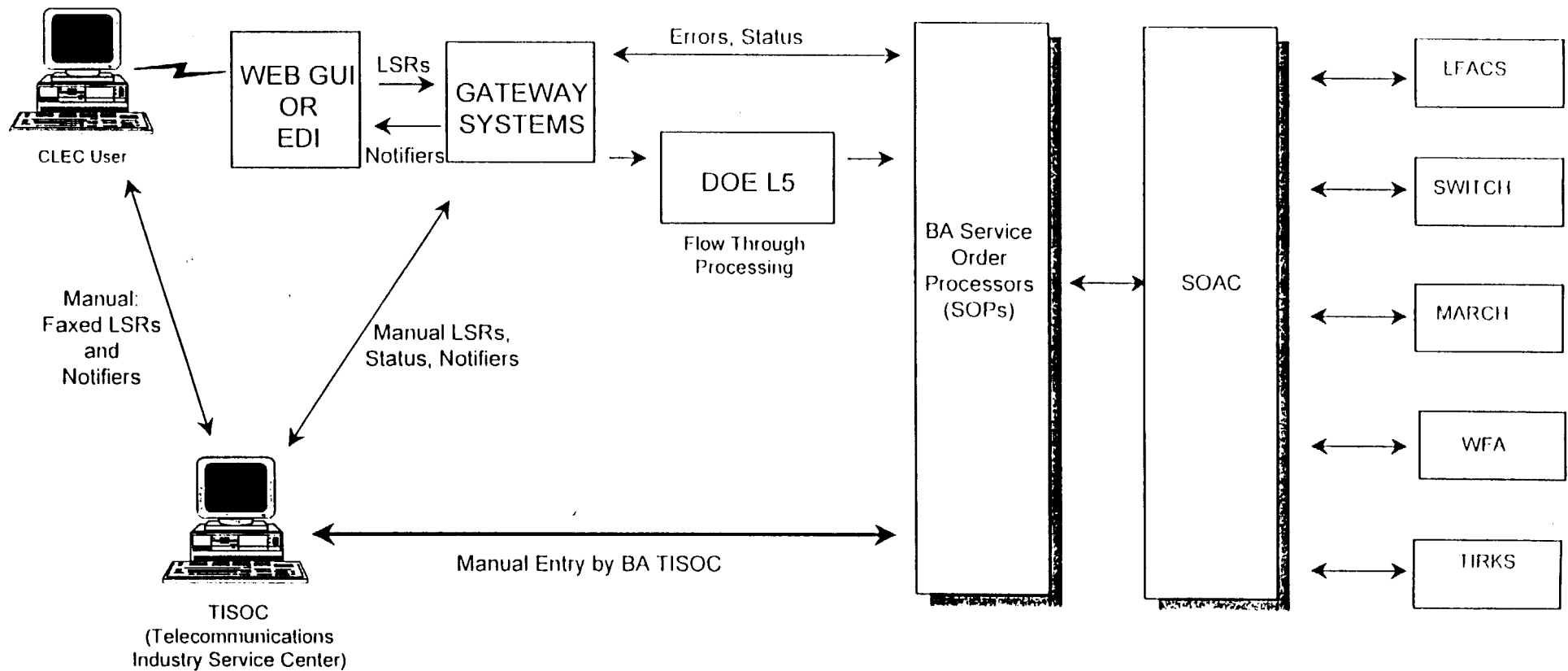
OSS Functions



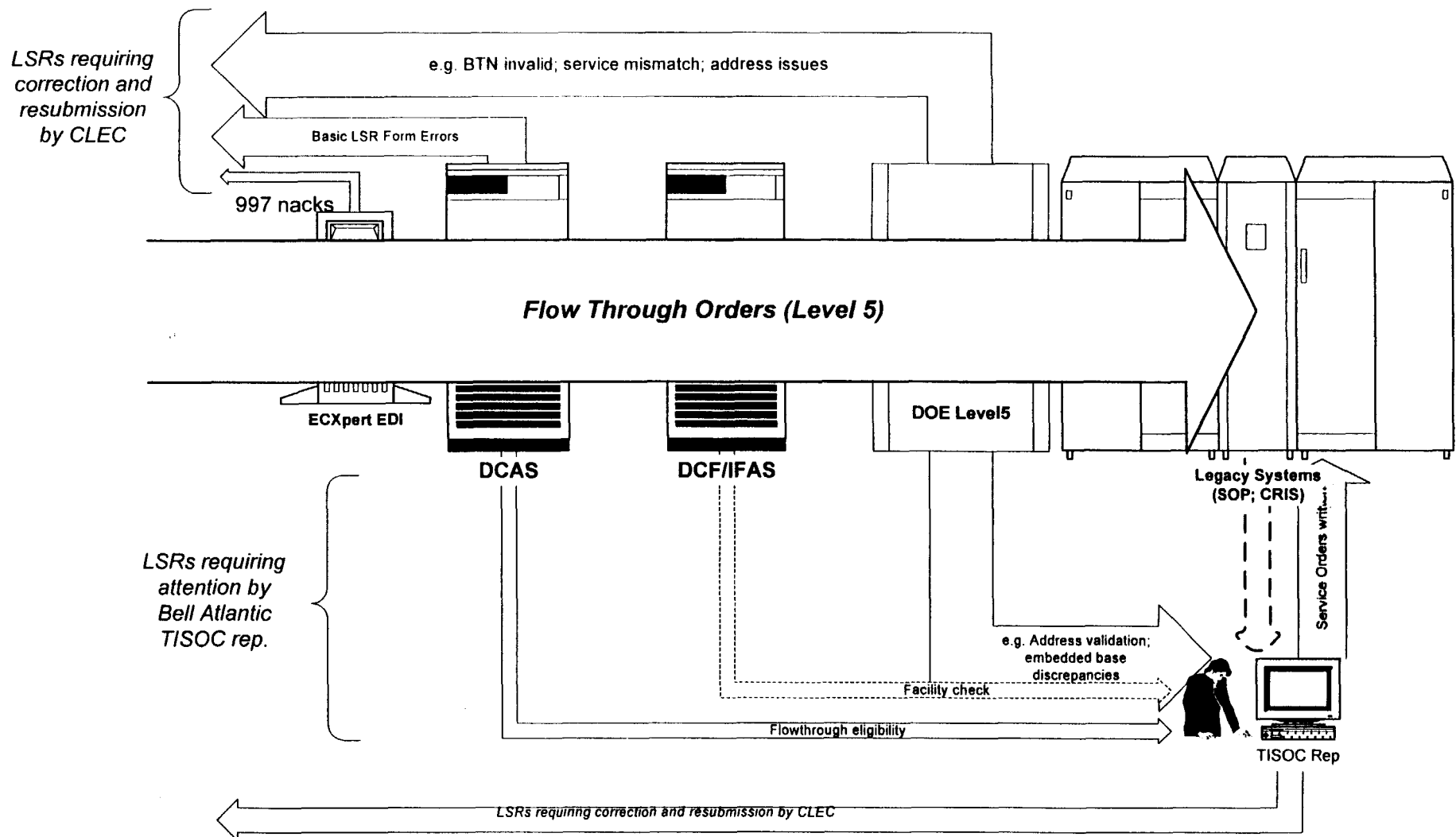
Access to OSS



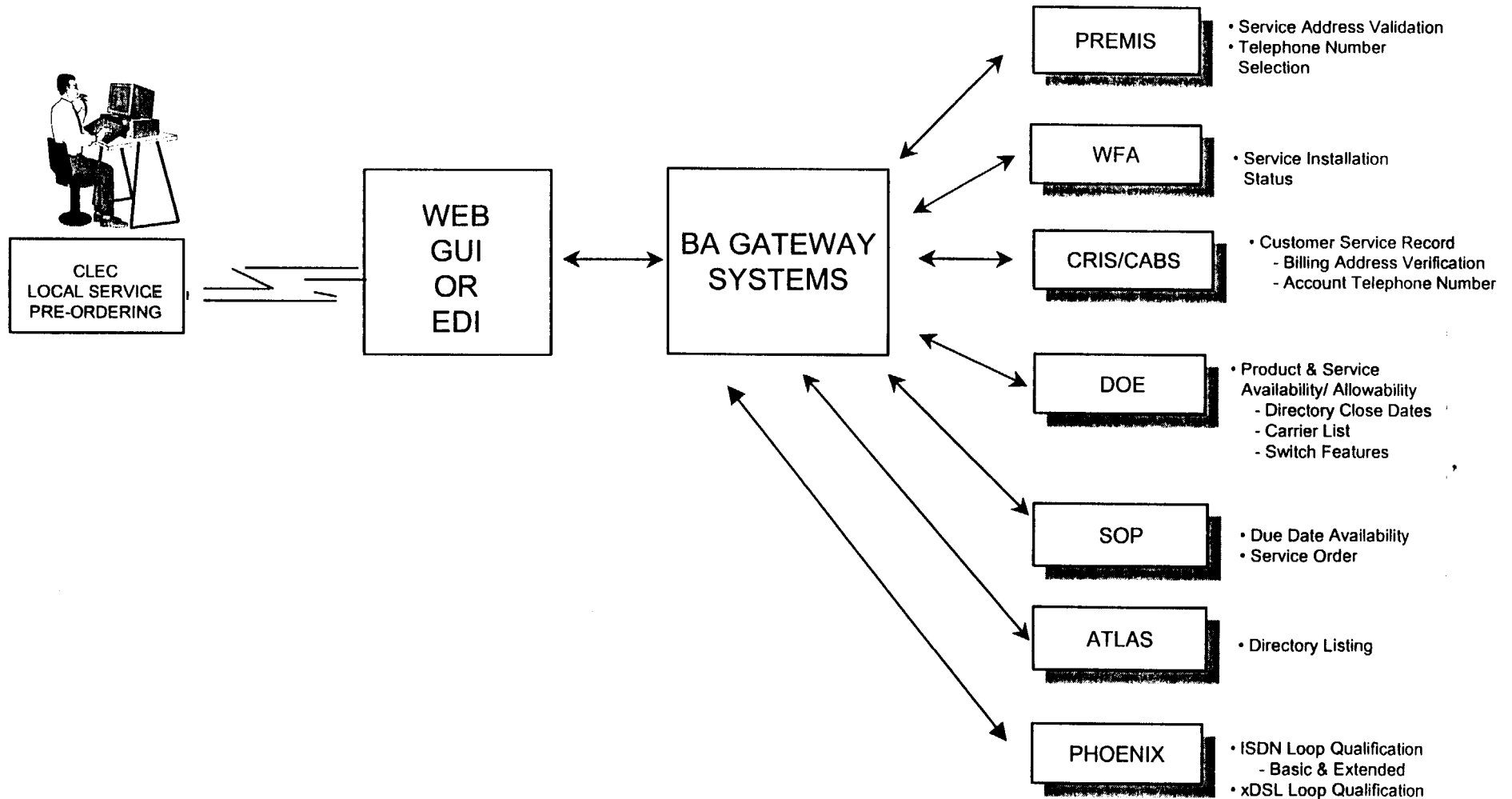
Ordering & Provisioning



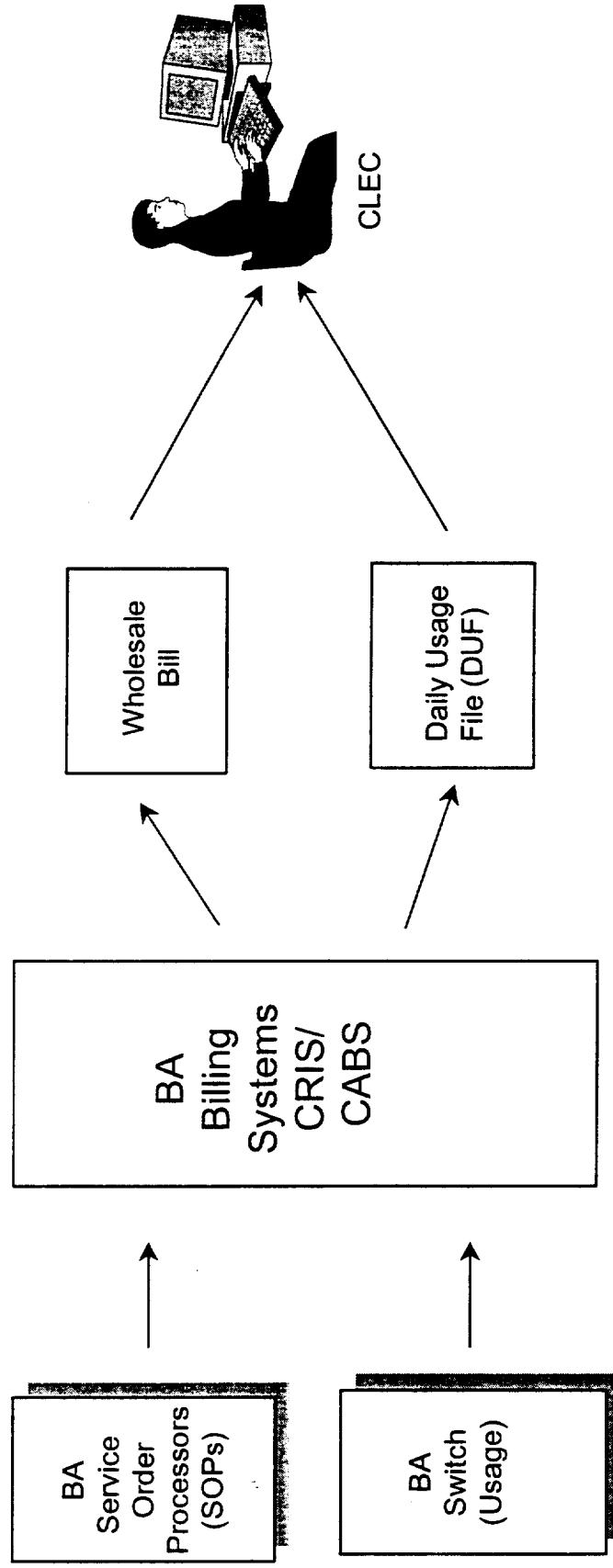
Order Processing Flow



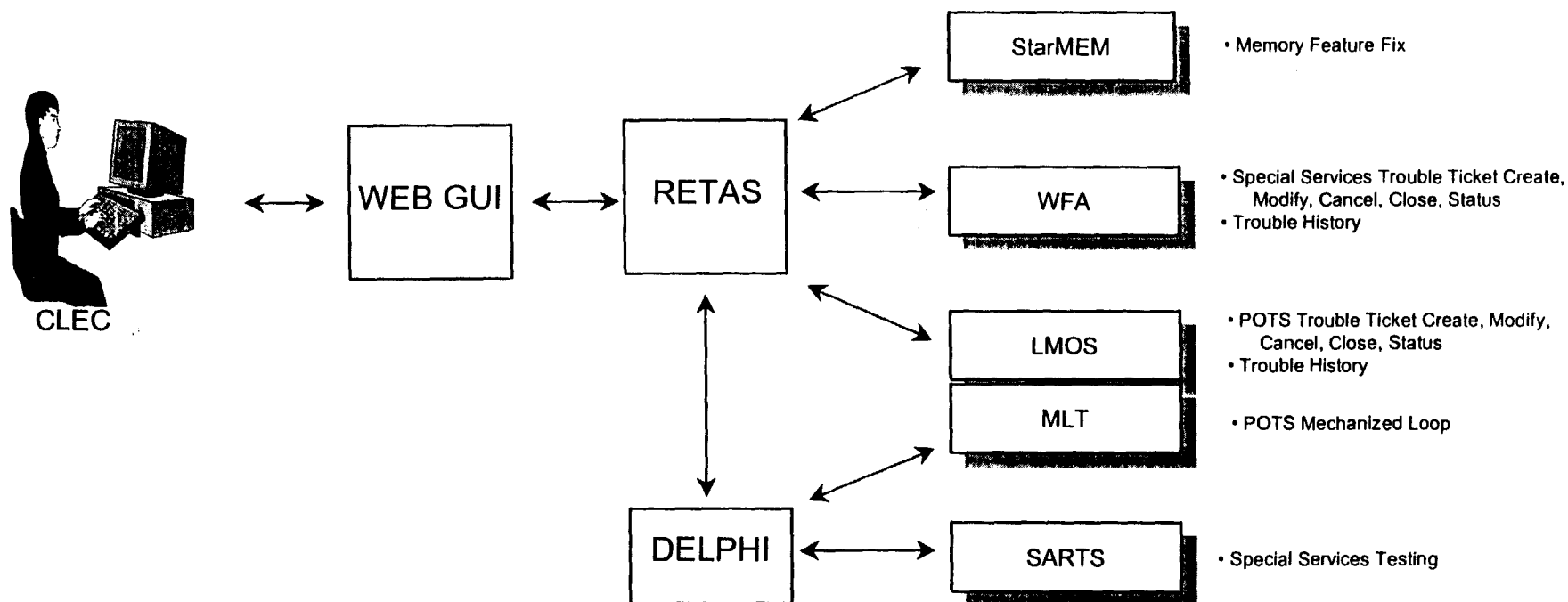
Pre-Ordering



Billing



Maintenance and Repair





Wholesale OSS Development Focus

“Enable CLECs of all sizes to enter the market quickly and efficiently”

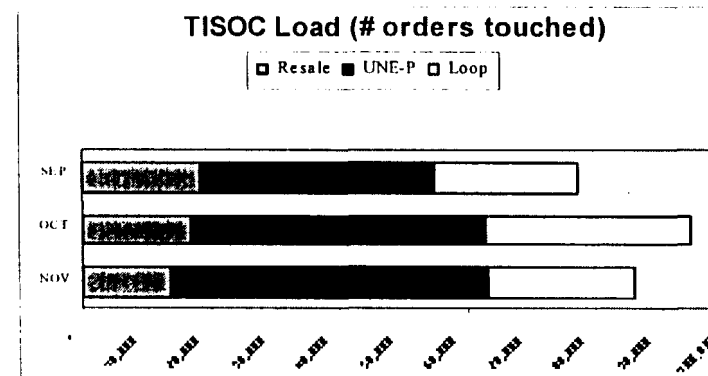
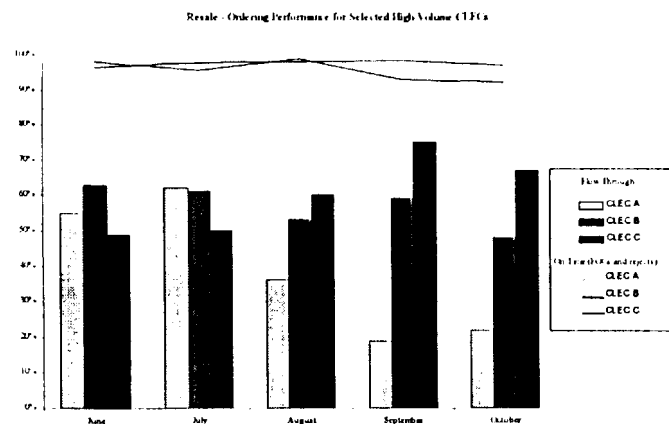
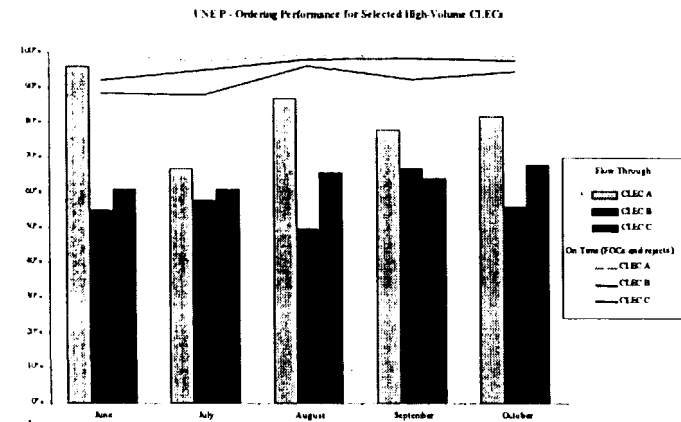
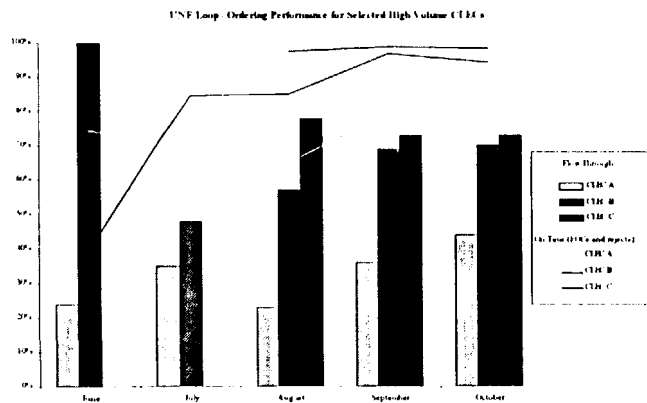
- **CLEC Access capabilities provided in two primary areas:**
 - Electronic Access and Interfaces
 - Functional Gateway
- **Electronic Access and Interfaces**
 - Multiple Choices to Provide for Differing CLEC Sizes and Needs
 - EDI, Web GUI, SSL3, CORBA, EB, NDM
 - Require orders to be submitted Electronically
 - Choice of Interfaces for Billing Data
- **Functional Gateway to Minimize Complexity to CLECs**
 - Gateway Systems Provided to Avoid Overhead Performed by BA Retail Rep
 - Multiple System Interfaces; Arcane Interactions
 - Provide for Editing, Validation, Routing and Confirmation of CLEC Requests
 - Maintenance System (RETAS) Developed to Enhance Retail Functions
- **Conformance to National Standards in Parallel to, or in Advance of, their Development**



Key Factors in OSS Access for CLECs

Department of Justice Comment:

"Even more troubling is the high level of manual processing that is required for UNE platform orders, a phenomenon that is largely within Bell Atlantic's control."





Key Factors in OSS Access for CLECs

Department of Justice Comment:

"Bell Atlantic will...take steps to ensure that preorder response times remain adequate as order volumes increase..."

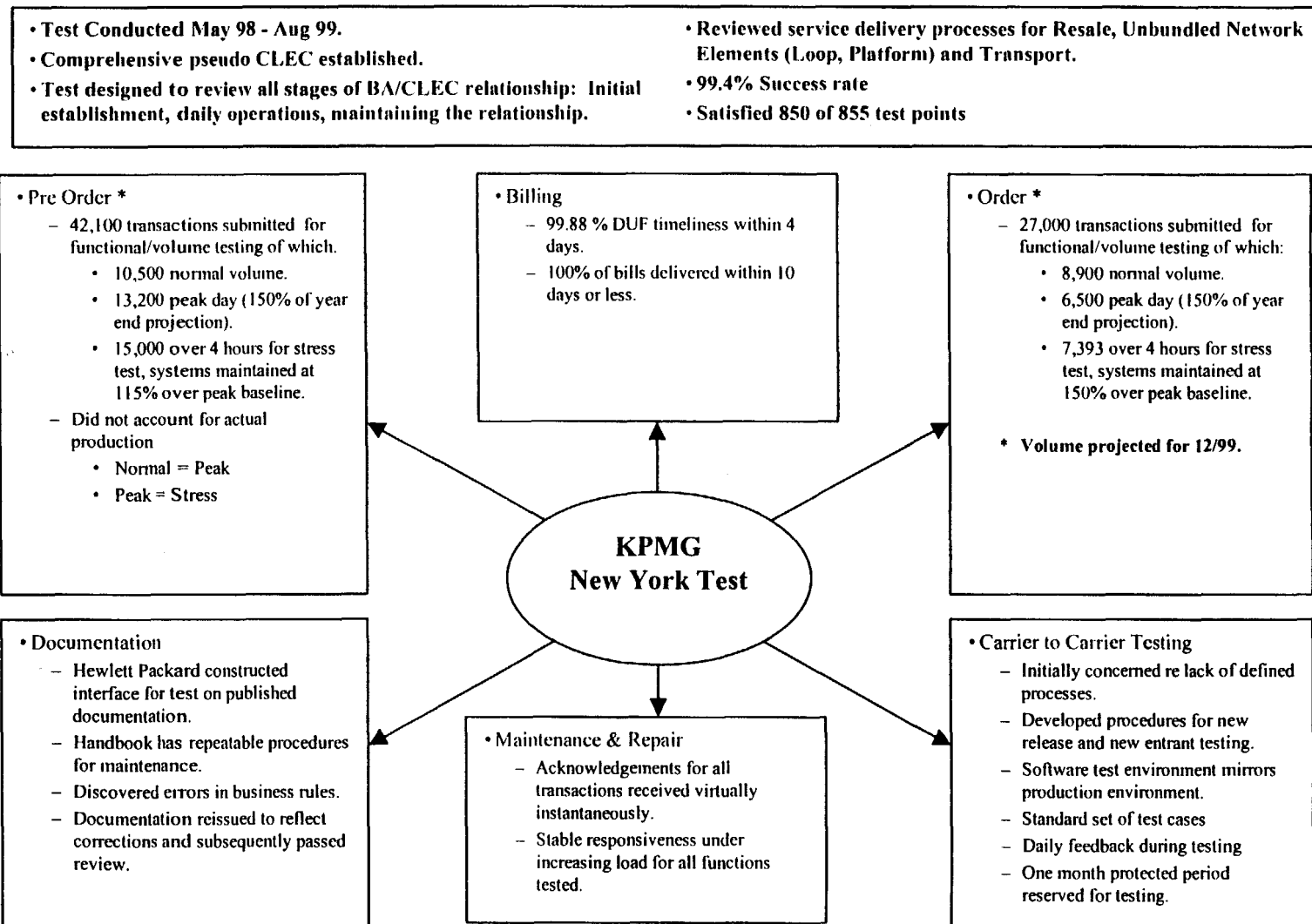
Bell Atlantic Response:

Scaling up systems capacity in December - 8x processor capacity; target for 5x volume.

Constant monitoring of software and systems tuning.

Some observations by CLECs indicate bottlenecks in CLEC Systems - BA assisting in isolating issues.

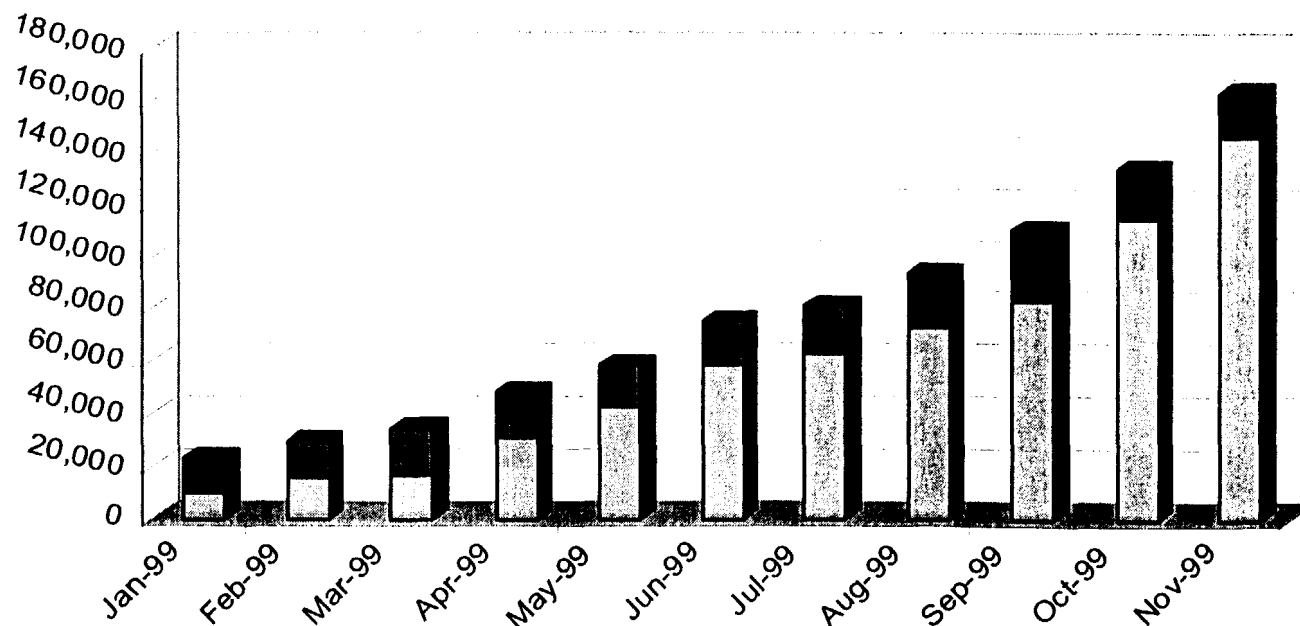
OSS Capabilities - Proof



OSS Capabilities - Production

New York - Wholesale Orders

□ Confirmed UNE Orders ■ Confirmed Resale Orders





OSS Infrastructure - Continuum

- **Change is a Constant Factor in OSS.**
 - Service Order Processor - Installed Late 70s; Changes Installed Every Month
 - PREMIS - Installed mid-70s; Being Replaced with LiveWire
 - StarRep - Replaced by CaseWorker as preferred alternative to Y2K Remediation
 - Addition of \$20M Hardware in December 1999 - 8x increase in CPU; capability for 5x transaction load
 - Ordering/Billing Systems Changes Planned for 2H-2000
- **Other factors:**
 - Y2K remediation
 - Industry Standards changes
 - Mandates (e.g. line sharing; UNE remand etc.)